AMENDMENTS TO THE SPECIFICATION:

Please replace the paragraph that was added (by the preliminary amendment) at page 3 after line 5, pertaining to the flow diagram of the paging software, with the following amended paragraph:

B1

Fig. ~~12~~ 13 is a flow diagram of the paging software in accordance with the present invention.

Please replace the paragraph beginning at page 3, line 29, with the following amended paragraph:

B2

Each ACD 22, 24, 26, 28, 30 and 32 may include two inbound trunk groups and two outbound trunk groups. For example, the ACD 22 may include two inbound trunk groups 34 and 36 from independent long distance carrier switches 38 and 40. In order to improve the inbound reliability of the system, calls placed to a central office 42 may be routed to two different access tandems 44 and 46 by way of a plurality of trunks 48 and 50. The access tandems 44 and 46 may also be tied together by way of intermachine trunks (IMT) 52. Separate trunk groups 54, 56, ~~58 and~~ 57 and 59 from each of the access tandems 44 and 46 are applied to each of the long distance carrier switches 38 and 40. In particular, each access tandem is connected to both of the long distance carrier switches 38 and 40 by way of a plurality of trunk groups ~~54 and 56~~. For instance ~~Similarly~~, the access tandem 46 may be connected to the long distance carrier switches 38 and 40 by way of a plurality of trunk groups 56 ~~and 58~~ and 57. With such a configuration, should one of the access tandems 44 or 48 fail, calls can be routed through the other access tandem since both access tandems feed each of the long distance carrier switches 38 and 40; and the access tandems 44 and 46 are tied together by way of the IMT 52. The exemplary in bound distribution system may also be configured to minimize service loss upon failure of one of the long distance carrier switches 38 and 40. In particular, as mentioned above, each of the ACDs 22, 24, 26, 28, 30 and 32 has two incoming trunk groups 34 and 36; one from each of the long distance carrier switches 38 and 40 respectively. Thus, should one of the long distance carrier switches 38, 40 fail, calls can be routed to the appropriate ACD 22, 24, 26, 28, 30 and 32 by the other long distance

B2 cont'd

carrier switch. Similarly, should problems develop with one of the trunk inbound trunk groups 34 or 36, calls to the ACD can be re-routed by way of the other trunk groups to provide improved overall reliability of the system.

Please replace the paragraph beginning at page 4, line 26, with the following amended paragraph:

B3

FIG. 2 illustrates a block diagram of an exemplary ACD network 20. As mentioned above, the ACD network in accordance with an exemplary embodiment of the invention includes six ACDs 22, 24, 26, 28, 30 and 32. The exemplary ACD network 20 may be configured to route calls, for example, to approximately 6,000 agents, distributed in one or more regions around the country. Each ACD 22, 24,26,28,30 and 32 may include one or more customer care centers (CCC) for handling various customer services, generally identified with the reference numeral 62. Each CCC 62 may include one or more expansion port networks (EPN). Each EPN may be used to route calls to a plurality of agents, for example, 90 agents. In addition to the CCCs 62, each ACD 22, 24, 26, 28,30 and 32 may utilize EPNs for special purpose applications, such as training, generally identified with the reference ~~numeral 24~~ numeral 64, collections, generally identified with the reference numeral 66 and, for example, executive applications, generally identified with the reference numeral 68.

Please replace the paragraph beginning at page 5, line 6, with the following amended paragraph:

B4

As discussed above, each of the ACDs 22, 24, 26, 28, 30 and 32 is fed with two incoming trunk groups 34 and 36 (FIG. 1) and two outgoing trunk groups 58 and 60. The outgoing trunk groups may be used for customer call back or transferring calls to different ACDs or CCC. In addition, each of the ACDs 22, 24, 26, 28 and 30 may be connected to the other five ACDs by a number of trunk groups. For example, the ACD 22 may be connected to the ACD 32 by way of an intermachine trunk group ~~(IMT) 68~~ (IMT) 69. Similarly, the ACD 22 may be connected to the ACDs 24, 26, 28 and 30 by way of IMT groups 70, 72, 74 and 76. As

B4 cont'd

such, should one of the ACDs or trunk groups fail, calls can be routed by way of the IMTs to other ACDs in the network.

Please replace the paragraph beginning at page 5, line 27, with the following amended paragraph:

B5

Initially the call is routed to an interactive voice response ~~unit 106~~ unit 105, for example, an IBM Direct Talk 6000, where the caller may be given various voice menu options in which the customer is directed to respond by way of the touch-tone telephone 102. In addition, the customer may be required to key in a telephone number. The information input by the customer is then looked up on a database, such as an Ameritech Customer Information System (ACIS) data base 106 containing customer records. The customer record information may then be provided to a ~~server 108~~ server 107, used to provide the information back to the ACD 22, 24, 26, 28, 30 and 32 and display the information on the screen of the next available agent. The call and the above-mentioned information are then routed to an appropriate CCC 68. In particular, the calls are routed to an EPN 108, which, in turn, routes the calls to the next available agent. Each agent is provided with a work station 112. All the work stations may be connected together in a network, for example a token ring network. The customer records may then be "screen popped" onto the agents work stations 112, when the agent picks up the call.

Please replace the paragraph beginning at page 12, line 31, with the following amended paragraph:

B6

If any alarms have been detected, the system may be configured to transmit the alarm information to a paging platform in step 238, for example, as illustrated in FIG. 13 ~~in step 238~~. Subsequently, in step 240 the system selects the next ACD and loops back to step 202 to provide a continuous and automatic process for dialing up; logging into and capturing data from the next of the various ACDs in the network.

Please replace the paragraph beginning at page 13, line 13, with the following amended paragraph:

B7. The software for processing the data captured from the ACDs is illustrated in FIGs. 14-20. FIGs. 14A-C illustrates the main loop. Referring to FIGs. 14A-C, the system begins by initializing its arrays and opening files in steps 260 and 262. As known in the art, in order to determine the time corresponding to particular status information provided in an ACD, all ACDs are known to be provided with a real time clock. Depending on the location of the ACD, different ACDs in a network may be in different time zones. As such, in steps 264 and 266, the real time data from the ACDs is obtained and adjusted for the particular time zone for the ACD in processing. Subsequently, in step 268 the data obtained from the ACD, as discussed above in FIG. 12, is read in step 268. In steps 270-280, the system ascertains what type of data was captured. For example, in step 270 the system determines if system health status data was captured. If the data involves ~~with~~ system health status, the system proceeds to step 281 ~~step 280~~ and processes the system health ~~held~~ data as illustrated in FIG. 15.

Please replace the paragraph beginning at page 15, line 29, with the following amended paragraph:

B8 The system for processing load balance information is illustrated in FIG. 19. This information is used to provide the load balance information illustrated in column 192 of the traffic load web page illustrated in FIG. 2. Initially, in step 350 historical load balance data is read. This data is updated with the current load balance information in step 352 and used to generate a HTML load balance file, which in step 354 ~~file. In step 354,~~ is used to generate the web pages illustrated in FIGs. 4 and 11. In step 356, blockage thresholds are reported. The blockage thresholds relate to 0% - 100% for growth potential of capacity exhaust ~~exhaust)~~. This data is used for the data box 136 of the ACD web page 130 illustrated in FIG. 4. The system returns in step 358.